

COMPLAINT POLICY AND PROCEDURES

Pursuant to Gladney Policies, State Regulations and Hague Regulation 96.41 a-g

POLICY: Gladney Center for Adoption (the “Agency” or “Gladney”) permits any birth parent, prospective adoptive parent, adoptive parent, or adoptee (each a “complaining person”) to lodge a grievance, complaint or appeal, dated written or electronic (including by email or facsimile), about any services or activities of the Agency or any of its supervised providers, domestic or foreign, that such person believes are inconsistent with State licensing requirements, the Hague convention, Intercountry Adoption Act of 2000, the Universal Accreditation Act, or the Hague Regulations. (Hague Regulation 96.41(b)).

Gladney will not take any action to discourage a client or prospective client from, or retaliate against a client or prospective client for making a complaint; expressing a grievance; providing information in writing or interviews to the accrediting entity on the agency’s performance; or questioning the conduct of, or expressing an opinion about the performance of the Agency or any person acting on behalf of the agency. (Hague Regulation 96.41(e)). The reputation of the Agency is of critical importance, and we strive for 100% client satisfaction. It is the policy of the Agency to solicit feedback, encourage open communication, and to promptly and proactively try to resolve any issue where a client or other stakeholder is dissatisfied. All decisions by Gladney are always made in the best interests of the child.

Gladney provides information, including these ***Complaint Policy and Procedures***, upon initial contact with prospective adoptive parent(s). Clients of Gladney receive this information as part of the new client paperwork, and sign off on these procedures on the ***Adoption Contracts (International or Home Study Services)***. (Hague Regulation 96.41(a))

PROCEDURES: Client agrees to provide Agency (c/o Chief Program Officer) with prompt written notice of any complaint regarding the Agency and its services. Any complaint is encouraged to be filed within 30 days of Client first becoming aware of the conduct being complained about. Any complaint must include the name of the complainant, be dated written or electronic (including by email or facsimile) and sent to:

Gladney Center for Adoption
6300 John Ryan Drive
Fort Worth, TX 76132
Attention: Chief Program Officer
FAX: 817-922-5955
Email: Feedback@Gladney.org - Subject Line “Official Complaint”

If the complaint involves the Chief Program Officer, the complaint can be mailed to the “President and CEO” at the Agency Headquarters at the same email and written address. Gladney will investigate and respond to the complaining person in writing within 30 days of receipt of such complaint or provide an expedited review under the following circumstances:

1. If the complaining person requests expedited consideration and demonstrates that matters are time sensitive; or
2. If the complaint involves allegations of fraud.

The complaining person will receive a written reply within 4 (four) business days of receipt of an expedited complaint. (Hague Regulation 96.41(c)).

To the extent that the complaining person is dissatisfied with the response to the complaint, the complaining person may appeal and request reconsideration by writing to the President and CEO via postal mail to the Texas headquarters (same address as above). The CEO will discuss with other Directors of the organization and the complaining person will receive a response within 14 days from the date the appeal was received. If the complaint is regarding the Chief Program Officer, and the CEO has already reviewed, the complaint will be forwarded to the Executive Committee of the Board of Directors to review the appeal. The complainant may also explore additional procedures available to them here:

<https://www.ecfr.gov/current/title-22/chapter-I/subchapter-J/part-96/subpart-J>

<https://www.ceadoption.org/policies>

Complainants may also lodge a complaint with the Hague Complaint Registry in accordance with Hague Regulation 96.70 at the following website: <http://adoptionusca.state.gov/HCRWeb/WelcomeForm.aspx>.

Failure of the complaining person to respond shall constitute an acceptance of the response or corrective action taken by Gladney. The complaining person and Gladney may, by mutual written agreement, consent to an extension of time.

If the complainant believes that an infringement of laws, regulations, or accreditation standards has occurred, the complainant has the right to file a complaint directly with the state licensing authority, the Department of State, and/or the Accrediting Entity.

Licensing Authorities:

Arkansas-	PASSEmbudsmanOffice@dhs.arkansas.gov
Delaware-	https://kids.delaware.gov/occl/complaint.shtml
Florida-	Suncoast Region Office of Licensing- (813) 857-7254
Illinois-	DCFS- Central Region (217) 782-4000
Missouri-	https://dss.mo.gov/cd/info/forms/word/cs131.dotxn
New Jersey-	Office of Licensing (877) 667-9845
New York-	(800) 442-8106 or conduct@nysed.gov
North Carolina-	(919) 527-6340 or DSSwebRequestsChildwelfare@dhhs.nc.gov
Pennsylvania-	https://www.dhs.pa.gov/Services/Assistance/Pages/Regional-OCYF-Offices.aspx
Oklahoma-	Child Care Services/Child Placing and Residential Agencies (918) 607-9431
Texas-	(800) 720-7777

Department of State Hague Complaint Registry:

<https://travel.state.gov/content/travel/en/Intercountry-Adoption/about-adoption-service-providers/hague-complaint-registry.html>

Accrediting Entity:

CEAS: <https://www.ceadoption.org/>

Gladney will maintain a written record of each complaint, and the steps taken to investigate and respond to the complaint. Complaint summaries will be reviewed at monthly Compliance meetings and the records of complaints regarding international services will be made available to the Hague accrediting entity and the Secretary upon request (Hague Regulation 96.41(d)). Gladney will also provide to its Hague accrediting entity and the Secretary of State on a semi-annual basis, or upon request, the following information: a summary of all complaints received during the preceding six months (including the number of complaints received and how each complaint was resolved), along with an assessment of any discernible patterns in complaints, and information about the systematic changes that have been made or that are planned to be changed. (Hague Regulation 96.41(f, g)).

Gladney shall utilize the complaint data as part of an overall quality improvement program which includes, but is not limited to, reviewing complaint data, using client satisfaction surveys, and comparing Gladney's practices and performance against the data contained in Secretary of State's annual reports to Congress on intercountry adoptions. (Hague Regulation 96.41(h))